

## POLICY

This policy and procedure sets out the circumstances under which students exiting from a course may claim for a full or part refund of any fees or charges incurred. This may occur in the following circumstances:

- student opts to withdraw from their course of study (at any stage including application)
- Career Keys' cancellation of the student from their course of study (at any stage including application) where a student does not respond to Career Keys' communication about their enrolment and/or progression,
- Student opts to defer from their course of study, and/or
- Career Keys' suspends a student.

Career Keys maintains a fair and reasonable refund policy to ensure that refunds are made available to students entitled to receive them. It is the policy of Career Keys that all applicable refunds for tuition fees are paid to students who pay tuition fees directly to Career Keys and who cancel their enrolment and/or withdraw from any Career Keys program or unit. Where a third party has paid the student's fees and charges eg an employment agency, in the instance of withdrawal and cancellation from the course, the third party only will receive the partial refund, based on the balance of tuition remaining against the fees paid to date) – no refund will be provided to the student in any circumstances.

Career Keys does not put in place financial nor administrative barriers for any student wishing to withdraw from their course at any stage including application, regardless of the student's funding arrangement.

Any refund will be issued within 1 month of the date of Career Key approval – Career Keys is committed to the provision of timely review of and advice in relation to all refund requests and usually within 5 working days of receipt of the request for refund.

Students are advised about their rights to withdraw and any refund arrangement through both the *Student Handbook* and on the website through publishing of this Policy & Procedure.

Course fees and charges are not transferable to another individual.

## PROCEDURE

Any applicant and enrolled student wishing to be considered for a course refund must complete the *Change of Enrolment Request Form* which will be forwarded to Career Keys' Operations Manager for review and action.

In instances where Career Keys ceases to offer a course, it will ensure that the impacted students will receive Statements of Attainments for all completed Units of Competency and be offered either credit transfer into a replacement course where appropriate and relevant or be offered a refund for the balance of their initial enrolled course. No *Change of Enrolment Form* will be required.

Should a withdrawn student elect to enrol in an alternative course at Career Keys, Career Keys will only accept the student's application with clear written permission by the student and/or parent/guardian in the event of an under 18 years of age student.

A non-refundable deposit of \$25.00 is set to cover administration costs associated with course application and enrolment.

Should a prospective student decide to opt out of their enrolled course prior to the course commencement and/or within 5 working days of their course commencement and has evidence that Career Keys failed to provide accurate and comprehensive information about the enrolled course, a full refund will be provided totalling any deposit/course fees collected from the student to date. This is subject to all Career Key owned course materials (where a student was not charged as part of the fees & charges for use) have been returned in good condition. Course material costs may be deducted from the refund amount if the Career Keys' owned course material is not returned and/or not returned in a good condition.

Should a student decide that the enrolled course is not in line with their career or study expectations during the application/enrolment process and/or within 5 working days of their course commencement, a full refund will be provided totalling any deposit/course fees collected from the student to date at the discretion of the Operations Manager. This is subject to all Career Key owned course materials (where a student was not charged as part of the fees & charges for use) have been returned in good condition. Course material costs may be deducted from the refund amount if the Career Keys' owned course material is not returned and/or not returned in a good condition.

Should a student be unable to attend a course and a notice of cancellation has been received prior to course commencement, a full refund less the non-refundable deposit of \$25.00 will be issued. If less than \$25.00 has been paid by the enrolling student to date, the full amount will be held as part of the deposit fee. In addition, if more than \$25.00 has been provided, all Career Key owned course materials (where a student was not charged as part of the fees & charges for use) must have been returned in good condition. Course material costs may be deducted from the balance of the refund amount if the Career Keys' owned course material is not returned and/or not returned in a good condition. This deposit fee may be waived at the discretion of the Operations Manager and where the applicant can demonstrate potential hardship as a result of not receiving a full refund – this will be determined on a case by case basis.

A refund post enrolment will be considered on a case by case basis upon receipt of a written request and subject to the Operation's Manager's discretion. The individual circumstances, length of the course and time already spent training and costs incurred to date will be considered. Once again, all Career Key owned course materials (where a student was not charged as part of the fees & charges for use) have been returned in good condition. Course material costs may be deducted from the refund amount if the Career Keys' owned course material is not returned and/or not returned in a good condition.

Should a student opt to defer from their studies, no refund will be provided. A deferment may only be of a 6-month duration unless exceptional circumstances prevail. All students seeking a deferment must complete the *Change of Enrolment Request Form*. Career Keys is committed to the provision of

timely review of and advice in relation to all deferment requests and usually within 5 working days of receipt of the request.

Where a student is suspended from their enrolled course, no fees will be refunded until Career Keys and the student makes a decision to either continue with studies (no fees will be refunded) or withdraw from studies (partial refund based on the balance of tuition remaining against the fees paid to date).

Where Career Keys makes a decision NOT to refund a student's full or partial fees and charges, the decision may be reviewed through Career Keys' *Complaints & Appeals Policy & Procedure*.

**Responsible Officer**

The responsible officer for the implementation and training for this Policy and Procedure is the Operations Manager.